

SEP 15 2005

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September 15, 2005

VIA FACSIMILE

To: Examiner Christopher S. McCarthy
Group Art Unit No. 2113
U.S.P.T.O.

Facsimile No.: (571) 273-8300

From: Scott M. Tulino, Esq.

Facsimile No.: (703) 761-2375

Re: Enclosed Supplemental Amendment Under 37 C.F.R. § 1.116
U.S. Patent Application Serial No. 09/929,142
Our Reference: YOR.270

Dear Examiner McCarthy:

Enclosed is a Supplemental Amendment Under 37 C.F.R. § 1.116, which we request that you enter and which should place the above-referenced case in condition for allowance.

Thank you in advance for your kind consideration on this case.

Very truly yours,



Scott M. Tulino, Esq.
Sean M. McGinn, Esq.

SMT:SMM:lg
Enclosure

Total No. of Pages Transmitted: 14

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of

Richard E. Harper, et al.

Serial No.: 09/929,142

Group Art Unit: 2113

Filed: August 15, 2001

Examiner: Christopher S. McCarthy

For: METHOD AND SYSTEM FOR REDUCTION OF SERVICE COSTS BY
DISCRIMINATION BETWEEN SOFTWARE AND HARDWARE INDUCED
OUTAGES

Honorable Commissioner of Patents
Alexandria, VA 22313-1450
Box AF

SUPPLEMENTAL AMENDMENT UNDER 37 C.F.R. §1.116

Sir:

In response to the Advisory Action dated August 31, 2005, and further in response to the Office Action dated August 2, 2005, please amend the above-identified application as follows:

INTRODUCTORY COMMENTS

Amendments to the Claims are reflected in the listing of claims, which begins on page 2 of this paper. No new matter has been added.

Remarks begin on page 11 of this paper.